



ISCHONOINST 11103.3

MAY 25 1999

INTEGRATED SUPPORT COMMAND HONOLULU INSTRUCTION 11103.3

Subj: PROCEDURES FOR REQUESTING HOUSING MAINTENANCE ON MAUI

Ref: (a) Coast Guard Housing Manual, COMDTINST M11101.12C

1. Purpose. This instruction establishes policies and procedures for Coast Guard personnel requesting housing maintenance for government owned housing located on the Island of Maui, as contained in enclosure (1). Reference (a) shall be used as a policy guideline.
2. Action.
 - a. Provide a copy of enclosure (1) to each government owned housing resident.
 - b. All changes to the policies and procedures will be promulgated as a change to this instruction and will be distributed to each resident, as they become effective.
 - c. Coast Guard personnel residing in government owned housing on Maui shall use enclosure (1) to make housing maintenance requests.
 - d. Station Maui and its members residing in government owned housing are requested to support ISC Honolulu policies when housing maintenance is required.
3. Directives Affected. None

C. M. Kelly
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Encl: (1) Making Housing Maintenance Requests for the Island of Maui

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Making Housing Maintenance Requests for the Island of Maui

Who this is for This information applies to:

- Coast Guard owned housing residents living on the Island of Maui.

Purpose This describes how to make housing maintenance requests through the Maui Housing Maintenance Manager (MHMM) located at ISC Honolulu.

Request process The table below describes the request process:

Stage	Description
1	Housing resident contacts Local Housing Representative (LHR) at (808) 244-7235. Note: Emergency requests can made 24 hours a day/seven days a week including holidays.
2	LHR notifies the MHMM of the Housing Maintenance Request.
3	MHMM determines urgency of request.
4	MHMM schedules repair date with resident and contractor.
5	Contractor completes repairs.
6	LHR signs receipt and forwards to MHMM for payment processing.

Additional reference If desired, the following reference is available:

- Coast Guard Housing Manual, COMDTINST M11101.13C

Enclosure The enclosure at the end of this topic is provided to assist you:

- (1) Housing Support Agreement

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Making Housing Maintenance Requests for the Island of Maui, Continued

Results and follow-up

The MHMM will schedule the repairs using the following criteria:

- Emergency: Calls that consist of correcting failures and deficiencies which constitute an immediate danger, health hazard, or threaten to damage property (e.g., severely damaged structural member, complete loss of electrical, loss of cooking ranges). Response time to call is within 2 hours. The contractor will work until emergency is resolved. Permanent repairs shall be completed by the end of the next working day.
- Urgent: Calls that consist of correcting failures and discrepancies which have the potential to become an emergency call (e.g., minor electrical problem, minor leak, low water pressure, partially clogged sewage line). Response time to call is within 24 hours. The contractor will work until the urgency is resolved. Permanent repairs shall be completed by the end of the next working day.
- Routine: Calls that do not meet the requirements for Emergency and Urgent work requests. Routine repairs will be entered on a work list and completed as soon as practicable or at a Change of Occupancy Housing Maintenance (COOHM).

Point of contact

If you have any questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (ph)
Position	Maui Housing Maintenance Manager
Phone	808-541-1512
Pager	808-641-0351
Fax	808-541-1515

**Housing Support Agreement (HSA)
Between ISC Honolulu and Group Honolulu
For Station Maui Housing Maintenance**

For the purposes of this HSA, ISC Honolulu is identified as the "Supplier" and Station Maui is the "Receiver".

SUPPLIER WILL	RECEIVER WILL
1. Provide change of occupancy housing maintenance (COOHM) if unit was occupied for at least two years since the last COOHM, includes cleaning.	Notify Supplier at least 45 days of resident's intent to vacate and provide a need date for new resident. Notify Supplier on quality and completeness of COOHM.
2. Provide emergency, urgent and routine repairs for electrical, plumbing and appliance problems.	Notify Supplier on quality and completeness of all repair work.
a. Emergency calls that consist of correcting failures and deficiencies which constitute an immediate danger, health hazard, or threaten to damage property (e.g., severely damaged structural member, complete loss of electrical, loss of cooking ranges). Response time to call is within 2 hours. The contractor will work until emergency is resolved. Permanent repairs shall be completed by the end of the next working day.	Notify Supplier immediately of any "Emergency" situations.
b. Urgent calls that consist of correcting failures and discrepancies which have the potential to become an emergency call (e.g., minor electrical problem, minor leak, low water pressure, partially clogged sewage line). Response time to call is within 24 hours. The contractor will work until the urgency is resolved. Permanent repairs shall be completed by the end of the next working day.	Notify Supplier immediately of any "Urgent" situations.
c. Routine calls that do not meet the requirements for Emergency and Urgent work requests. Routine repairs will be entered on a work list and completed at a Change of Occupancy Housing Maintenance (COOHM) or when determined feasible.	Notify Supplier within 3 days of any "Routine" problems.
3. Not provide the following services which are considered to be self-help: See opposite Not all problems that may surface are listed, but the Supplier/Receiver will inform residents if responsibility for repair is the resident's.	The Receiver shall perform the following: <ul style="list-style-type: none"> • Changing and replacement of light bulbs • Resident damaged screen repairs • Paint touch-up other than COOHM • Maintenance on privately owned appliances • Grounds maintenance, including fertilizing • Other minor work which can be completed by the resident

Supplier can be contacted at ISC Honolulu (ph) Branch (808) 541-1512, Fax (808) 541-1515, After-hours Pager (808) 641-0351 or via the ISC OOD (808) 541-2491.